MARISA JONNEL P. CAMUNGGOL

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PROFESSIONAL SUMMARY

Tech-savvy Virtual Assistant and Computer Engineering undergraduate combining formal Customer Support experience with advanced skills in AI workflow automation, data management, and digital design. Proven ability to manage multi-channel client communications (phone, chat, email), automate repetitive administrative tasks using Python and AI APIs, and create polished visual assets using Canva and 3D/CAD tools. Reliable, detail-oriented, and equipped for remote operations.

CORE VIRTUAL ASSISTANT & TECHNICAL SKILLS

- **Admin & Operations:** Multi-Channel Inbox & Chat Support, Calendar/Schedule Management, Technical Documentation, Data Entry & Web Research, Agile/SDLC Workflows
- **Productivity & Database Tools:** Google Workspace (Docs, Sheets, Slides), Microsoft Office (Word, Excel, PowerPoint), MySQL, MongoDB, R (Data Analysis), GitHub
- **AI & Workflow Automation:** Gemini API Integration, Automated Transcription & Note-Taking, Optical Character Recognition (OCR) Data Extraction, Prompt Engineering, Notion, Zapier, Make
- **Graphic Design & Visualization:** Canva, Procreate, AutoCAD, SketchUp, Lumion
- **Hardware & Tech Repair:** Consumer Electronics Diagnostics & Repair (Laptops, TVs, Smart Robot Vacuums)
- **Programming & Hardware:** Python, HTML, C/C++, Java, Verilog, VHDL, Raspberry Pi, Tang Nano 9K FPGA, Arduino

WORK EXPERIENCE

Customer Support Representative | *Pasay, Manila (2024)*

- Managed high-volume customer inquiries across phone, live chat, and email channels, maintaining professionalism, clarity, and fast response times.
- Guided clients through product and service offerings while resolving account issues and de-escalating concerns using Microsoft Teams.
- Logged, categorized, and tracked client feedback in internal systems, collaborating with cross-functional teams to resolve bottlenecks.

Web Development Intern (Work Immersion) | *GoCrayons — Silang, Cavite (2019)*

- Supported a digital solutions team specializing in web and game development with technical troubleshooting and QA testing.

- Prepared and organized structured project documentation to keep development workflows on track.

AUTOMATION, RESEARCH & TECHNICAL PROJECTS

- **AI-Powered Automated Meeting & Lecture Note-Taker:** Built an automated productivity script that captures screen activity and audio simultaneously, utilizing the Gemini API to generate structured, accurate meeting and lecture summaries.
- **Automated Document & Serial Number OCR Scanner:** Developed an optical character recognition (OCR) pipeline using Python, OpenCV, and PyTesseract that automatically extracts, reads, and logs serial numbers and text from physical notes, eliminating manual data entry errors.
- **Student Violation Management System:** Built a full-stack facility management system for tracking maintenance requests, work orders, and asset records using HTML/CSS, JS, and MySQL.
- **FoodLink Donation Platform:** Developed a web platform using Flutter, PHP, MySQL, Bootstrap, and jQuery connecting food donors with beneficiaries to reduce food waste and address hunger.
- **Edge Hardware Defect Detection System:** Trained and validated a custom YOLOv8 object detection model with TensorFlow Lite and Model Quantization in Google Colab to automatically identify and localize physical edge defects on hardware components.
- **Digital Logic & 4-Bit ALU Hardware Implementation:** Designed, synthesized, and tested digital circuits including multiplexers, decoders, counters, and a 4-bit ALU using both Verilog and VHDL on a Tang Nano 9K FPGA.
- **Hexadecimal 7-Segment Decoder Design:** Designed a custom 4-bit hexadecimal to 7-segment decoder using K-map optimized SOP equations, implemented with cascaded 7400-series logic gates and strict "Manhattan" breadboard routing.

EDUCATION

Mapúa University — Intramuros, Manila
Bachelor of Science in Computer Engineering | 2024 – Present

- Coursework: Database Management (MySQL, MongoDB), Software Development Lifecycle (SDLC) & Agile, Networking Fundamentals, Circuit Design

Bachelor of Science in Architecture (Completed 3 Years of Coursework) | 2020 – 2023

- Focus: Project Planning & Documentation, 2D/3D CAD Drafting, Rendering, Visual Presentation

Imus Institute of Science and Technology (Senior High School — STEM Strand) | 2018 – 2020

- Graduated With Honors across multiple academic quarters